

| INDIANA DEPARTMENT OF CHILD SERVICES<br>ADMINISTRATIVE POLICIES AND PROCEDURES   |                              |              |
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| Policy Number: GA-3  | Effective Date: July 1, 2005 | Version: 1.0 |
| <b>POLICY TITLE: INTERPRETER SERVICES</b>  |                              |              |
| <b>OVERVIEW:</b> Service providers who receive funds from the US Department of Health & Human Services are responsible for providing effective language assistance free of charge to persons with Limited English Proficiency (LEP). Minor children will not be used as interpreters. In addition to in-person interpreter services that may be available at the local level, DCS contracts for telephone interpreter service. |                              |              |

## **I. DEFINITIONS**

- a. Limited English Proficiency (LEP): Limited or no ability to speak, read, write and/or understand English due to the person's national origin.

## **II. REFERENCES**

- a. [United States Executive Order 13166 Limited English Proficiency](#)

## **III. POLICY**

- a. DCS is committed to providing services and programs to all persons, including those with LEP. Unreasonable delays in the delivery of services due to a person's LEP are unacceptable.
- b. Persons with LEP shall not be required to provide their own interpreter.
- c. Minor children will not be used as interpreters.
- d. Each local office is to address the issue of access to services for clients with LEP, and create a plan for obtaining interpreter and translation services when needed. The telephone interpreter service does not displace any process that local offices currently use. It is an additional option for providing oral language assistance to meet the needs of persons with LEP. Local offices shall:
  - i. Utilize bilingual employees to act as interpreters.
  - ii. Continue and/or develop agreements with community organizations or volunteers to provide interpreter services, particularly if those arrangements are more cost effective.
  - iii. Use the telephone interpreter service when a less costly alternative is unavailable in a timely manner consistent with the services to be provided.
- e. Each county's telephone interpreter service costs will be charged back to the county's account. The current rate, as of 7/1/05, is \$1.25 per minute.

## **IV. PROCEDURE**

- a. All employees must obtain permission from the local office director or a supervisor before utilizing the telephone interpreter service.
- b. The service is available by calling 1-800-752-6096, Option 1.
- c. The user should follow the prompts to enter the following information: customer account number, county number, language needed, and employee's name.

- d. Within 30 seconds, a connection will be made with the interpreter/translator. Utilize the translation services to communicate with the person with LEP. (This is the point at which charges begin.)
- e. Employees who conduct interviews with persons with LEP away from the local office should use their state assigned cell phone when contacting the telephone interpreter service. If the worker does not have a cell phone, the worker may use any available phone. The prompts will ensure that all charges are made to the DCS account.
- f. In circumstances in which a CPS worker is unaware of the need for an interpreter ahead of time, the worker may use the translation line without prior authorization. Details should be given to the local office director or the employee's supervisor as soon as possible after the occurrence.
- g. DCS policy specialists are trained to use the interpreter service and are available to train local office staff.

DATE: 06/08/05

James W. Payne, Director  
Department of Child Services

A signed copy is on file.